

Date: April 10, 2023

Ref: MRBR-23H004

Dear Customer,

Field Safety Notice

Affected Products:

RADspeed Pro
RADspeed safire
CEILING TUBE SUPPORT CH-200
CEILING TUBE SUPPORT CH-200M

Description of issue (Reason):

We have identified potential problems with some of the above Shimadzu products. The CEILING TUBE SUPPORT for the above device consists of an X-ray Tube Support Pull-up Section and an X-ray Tube Support Section to which an X-ray tube assembly is mounted, and the tube holding section is secured to the column of the X-ray tube X-ray Tube Support Pull-up Section with eight bolts. It turned out that this bolt could come loose. In use, we think that loosening of the fixed bolt will not occur unless the bolt is repeatedly subjected to strong impact on the mechanical stopper or the like during the vertical axis rotation operation, but if loosening of the bolt increases, the bolt may break. If all eight bolts break, the X-ray Tube Support Section may eventually come off the column.

How to identify the affected products:

Your authorized Shimadzu local representative or Shimadzu National Technical Support can investigate whether your product(s) is affected or not. Please contact your local Shimadzu representative or contact Shimadzu National Technical Support.

Corrective action plan by Shimadzu:

In the unlikely event that all the bolts break, we will add protective parts so that the X-ray Tube Support Section does not come off the column. At the same time, we will replace the bolts that secured the X-ray Tube Support Section.

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Actions to be taken by customer:

Please pay attention to the following points until the work is completed.

- Perform daily inspections according to the CH -200/CH -200 M operation manual. In particular, check if there is any abnormality such as the X-ray tube device being able to rotate around vertical axis (see Fig .1 below) without pressing any button on the control panel. if any abnormal points are observed, stop using the equipment and contact Shimadzu service representative.
- When rotating the X-ray tube assembly, do not hit the X-ray tube assembly against the stopper at the end.
If the X-ray tube assembly is hit hard against the stopper, the bolt may be impacted, causing it to loosen and break.
- Do not rotate the X-ray tube assembly above or near the patient.

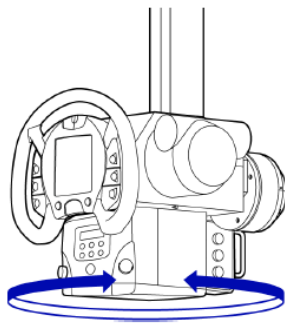


Fig. 1 Rotation around Vertical Axis

You will be contacted by Shimadzu's local representative to determine whether your system requires the above corrective action. If you are not contacted by Shimadzu, please call Shimadzu National Technical Support.